

Resale Shop Feasibility Study

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SUMMARY

The diversion of materials from landfill and the opportunities that are created by the reuse of goods and materials can foster important changes in communities waste management practises.

Sustainability Victoria state that:

“Resale shops are facilities that intercept and divert reusable and saleable materials that are otherwise destined for landfill.”

The community within the Strathbogie Shire has shown their support for the establishment of a Resale Shop through the “Share Strathbogie” consultation process and in-person drop-in sessions at Nagambie and Euroa Resource Recovery Centres. The “Share Strathbogie” survey revealed that 90.91% of respondents expressed either ‘very likely’ or ‘extremely likely’ to support Council opening a Resale Shop at a Transfer Station¹. This support highlights to Council the importance and value the community is placing on this type of facility.

Key Findings:

Based upon investigations, community consultation, opportunities for increased diversion from landfill and upcycling, the outcomes of the feasibility study recommends:

1. The social, economic and environmental conditions within the Strathbogie Shire are favourable for the initial introduction of one resale shop
2. Based on community feedback, accessibility, site infrastructure and material throughput, the Nagambie RRC is the recommended site for the introduction of Council’s first Resale Shop.
3. The most fit-for-purpose management model of this site would be for it to be managed and staffed by Council.

¹ Based on answering ‘4’ or ‘5’ in a 1-5 response question. Appendix 1 is the full report.

4. Apply for funding from Sustainability Victoria under Recycling Victoria's Councils Fund Round 2 Stream 2: Implementation for the construction of a Resale Shop shed and associated infrastructure requirements at the Nagambie Resource Recovery Centre.
5. Engage an additional team member to work at the site on weekends, the Resale Shop can be operated by the Transfer Station Operator during the quieter weekdays.
6. Develop protocols for the acceptance of goods for resale and pricing.
7. Develop a policy of profit distribution back into the Community, potentially via a grants program.

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1. INTRODUCTION

The Big Picture

The United Nations Sustainable Development Goals (SDGs) were created in 2012 in response to urgent world-wide environmental, political and economic challenges. Solid waste management (SWM) is one of the biggest, cross-cutting issues that is linked to 12 out of the 17 SDGs², and is the target of SDG 12.5:

‘By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse’.

National Perspective

As one of the 191 ratifying countries, all levels of Australian government are responsible for transforming SWM services to drive down residual waste volumes and recover valuable materials. In February 2020 the Victorian Government published their 10-year policy and action plan for waste management, ‘Recycling Victoria – A New Economy’, which lists as key commitment 2.4 ‘Support the reuse economy’. As proof of the economic advantages of this approach, the report stated that ‘In 2017, circular activities – such as repair, reuse and recycling – in the European Union added almost €155 billion (A\$251 billion) in value to the economy’ (page 15).

Sustainability Victoria, the statutory authority charged with transitioning Victoria to a circular, climate-resilient economy, works extensively with the waste industry, the Department of Environment, Land, Water and Planning (DELWP), local government authorities (LGAs) and the EPA to facilitate better waste management infrastructure and practices. Worryingly, Sustainability Victoria’s latest annual data from the 79 Victorian LGAs shows that waste levels are not decreasing but increasing (up 3.6% from last year) with waste levels rising every year over the last five years. Waste services costs have also increased by 10.4% since 2018-19, and 22.8% since 2015/16. This evidences the urgent need to prevent as much material as possible from entering the waste stream.

²https://www.researchgate.net/publication/314481905_Resolving_Governance_Issues_to_Achieve_Priority_Sustainable_Development_Goals_Related_to_Solid_Waste_Management_in_Developing_Countries/download

Local Perspective

Strathbogie Shire Council (Council) has identified a gap in Council infrastructure that could not only reduce the waste stream, but also support Council's drive towards a circular economy – the introduction of Resale Shop(s) to augment their Resource Recovery Centres (RRC's). Sustainability Victoria advocates this approach, stating that *'Resale Shops are facilities that intercept and divert reusable and saleable materials that are otherwise destined for landfill.'*

Strathbogie Shire Council acknowledges the introduction of a resale shop in the Shire will further Council's goal of sustainably managing their natural and built environment, via further diversion of waste from landfill. Additionally, resale shops can create local employment opportunities or income for community groups, and access to pre-loved household goods at affordable rates for members of the community and those who visit.

Therefore, to address this infrastructure and service gap, Council engaged the services of JustWaste Consulting to conduct a feasibility study for the introduction of a Resale Shop at one or both of Council's recommended RRC's. This feasibility study aims to provide a firm and practical analysis of a scenario where Council establishes a Resale Shop in the area. The feasibility study has evaluated the potential sites, management scenarios and markets for sourcing and selling material, as well as the costs and benefits of introducing a Resale Shop.

This feasibility study sought to identify the current local social, economic and environmental conditions, focussing on operational indicators such as;

- Amount of material sold (number of items per category or mass in volume or weight)
- Amount of waste diverted from landfill (volume or weight)
- Number of persons purchasing material / number of sales from the resale shop(s)
- Amount of income generated
- Associated running costs at our RRC's when running a Resale Shop
- Site management models

To explore these indicators, JustWaste conducted site visits to the Councils' two identified RRC's, met with Council members and the community, utilised Council's

multichannel communication resources and conducted research into Resale Shop best practices. Further, JustWaste has brought to this project extensive knowledge of the Strathbogie region and waste streams developed from working with both Council and the Goulburn Valley Waste and Resource Recovery Group over eight years, in addition to their own company knowledge of managing seven waste transfer stations in Tasmania with associated Resale Shops, and extensive experience from consulting work where Resale Shops have been observed and assessed for councils and regions throughout Australia.

Utilising this expertise, the following report delivers the over-arching goal of the project - to provide Council with the knowledge on the best value for money implementation of a Resale Shop that satisfies the following:

- divert material that has not reached the end of its life,
- demand that has been expressed in the community;
- offer affordable household items.

The research concludes that the introduction of a Resale Shop located at Nagambie RRC will provide the best opportunity to enhance social, economic and environmental outcomes across the Strathbogie Shire.



Picture 1: Image of Material at a Resale Shop (example)

2. COUNCIL PROFILE AND BACKGROUND

Strathbogie Shire Council (Council) is a vibrant and diverse community of approximately 10,000 people nestled in the townships of Euroa, Nagambie, Violet Town, Avenel, Longwood Strathbogie, Ruffy and Graytown. Located perfectly in the heart of country Victoria, the area is blessed with both rivers and ranges at its doorstep. The region's charming villages host breathtaking landscapes that are home to world famous local produce.

Council received a \$10,000 Recycling Victoria Council's Fund grant from the Victorian Government through Sustainability Victoria to conduct this feasibility study into the possibility of establishing a Resale Shop or shops at its Resource Recovery Centres.



Figure 1: Strathbogie Shire Map

3. FEASIBILITY STUDY

3.1. GAP ANALYSIS

3.3.1 Current Situation

SSC provides an economically robust and responsive approach to waste management through kerbside collections of rubbish, recycling and FOGO, and by operating eight Resource Recovery Centre's (RRC's) and waste transfer stations. In 2020/21, 4,247 residential and 174 commercial properties received kerbside services³ (approximately 60% of the Shire) while 3,416 are without a kerbside service as they lay outside the regional townships. These properties are serviced via access to either supervised RRC's, waste transfer stations, or an unsupervised waste collection site in Strathbogie (locations are mapped on page 14)

The four main supervised RRC's are located in:

- Avenel
- Euroa
- Nagambie
- Violet Town

The large percentage of residents (approximately 40%) without access to a kerbside collection service highlights the importance of Council's RRC's. Overall, including the patronage of residents who have kerbside collection, Council's RRCs and waste transfer stations manage 45,000 visitor transactions per annum. However, none of the RRCs or waste transfer stations currently offer the option of sorting and/or selling disposed materials and household goods to the community that could be reused, repaired, recycled or upcycled.

Given the trend of increased waste to landfill, and the volume of residents that use the RRCs either by choice or necessity, the potential for a Resale Shop to provide an additional, economical resource recovery service within the Shire is substantial. Additionally, any resident/ratepayer who donates usable bulky goods to a Resale Shop will save money in disposal fees, similarly any resident/ratepayer who purchases from the Resale Shop does so at significantly lower costs than buying new.

³ based on properties with a general waste service

Community consultation through *Share Strathbogie*, Councils engagement hub, have reinforced this position and gives Council the confidence that a Resale Shop will be embraced by the community.

EUROA and NAGAMBIE RRCs

The RRC's at Euroa and Nagambie were selected by Council as the two potential sites due to population size, site visitation and material throughput. These locations have the possibility to divert the most material being disposed of as waste, which should decrease associated disposal and transport costs for the community and also for Council.

The main goal of a Resale Shop is a community service encouraging sustainable use of material. Any cost saving from decreasing transported material and income generated from product sold will be a beneficial side effect.

3.1.2 Key Performance Indicators

The potential income and benefit of sold material is largely unknown. Council will need to establish a process of information gathering to track the introduction and running of the Resale Shop, especially the diversion methodology.

An example of soft furnishings, which are categorised in Council's waste data are:

Site	No. of Soft Furnishings
Avenel	76
Euroa	160
Nagambie	195
Violet Town	63

Table 1: Soft Furnishings Deposited in FY19/20

Indicators for how the Resale Shop will impact the community should consider both practical and social aspects such as:

- Amount of material sold (number of items per category or mass in volume or weight)
- Amount of waste transported away, as waste and as recycling (volume or weight)
- Number of persons purchasing material / number of sales from the Resale Shop
- Amount of income generated
- Increased running cost of the RRC's including the Resale Shop
- Comments from the community (voluntary survey)

These indicators are to be formulated into an annual report and communicated to the community.

3.2. Site & Infrastructure

The geographical locations of the two Resource Recovery Centres (RRC's) identified as potential sites, Nagambie and Euroa, are shown in *Figure 2*, with aerial photographs of the sites displayed in 3 and 4.

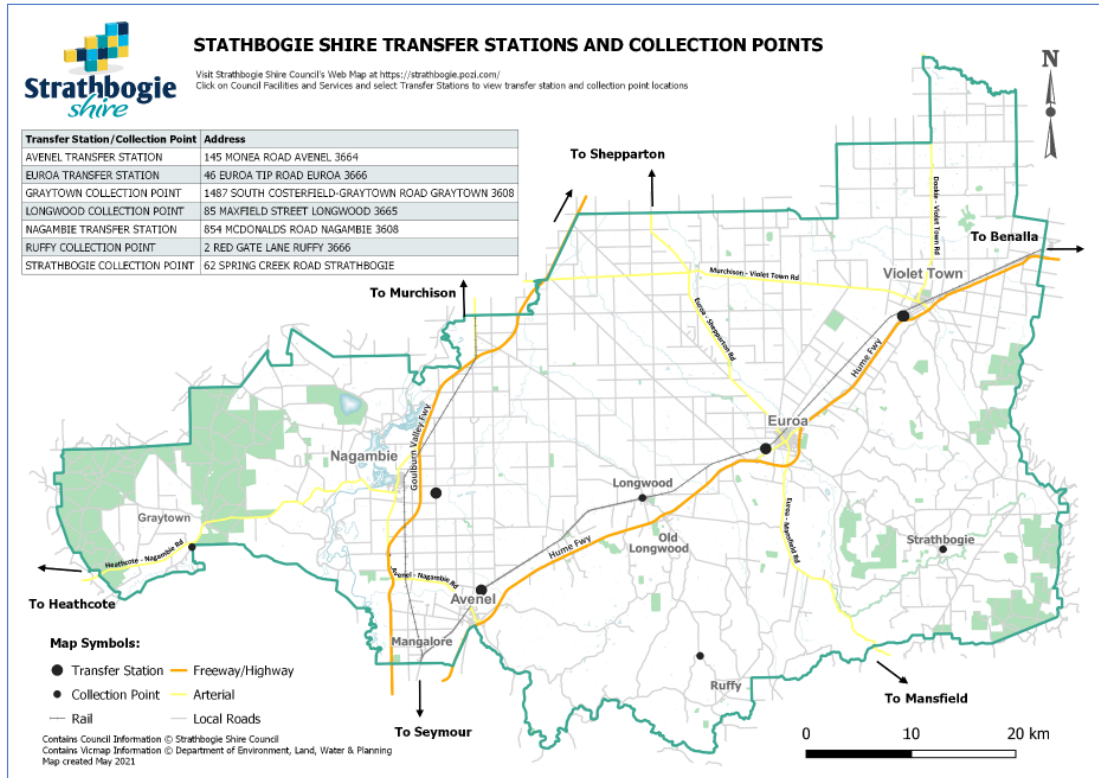


Figure 2: Strathbogie Shire Council Waste Facilities



Figure 3: Nagambie RRC with Proposed Resale Shop Location



Figure 4: Euroa RRC with Proposed Resale Shop Location

3.2.1. Infrastructure Needs

Both sites would require a substantial number of infrastructural upgrades. Both sites require the construction of a new, purpose-built sheds.

It is recommended that Council are to install a large, 20m x 10m shed to accommodate for both indoor and outdoor goods and storage at both sites:

- These sheds would require a concrete slab and gravel hardstand, requiring extensive earthworks, particularly at Nagambie. Both sites would require works to connect utilities
- The shed will need basic display furniture including shelving, tables and counter.
- The shed's outdoor storage area is to be fully enclosed to ensure larger items are secure, with appropriate security systems in place.
- It is estimated that the infrastructure upgrades at each site would cost about \$105,000 per site (refer to cost breakdown on page 26).

3.2.2. Traffic Flow and Parking

With both facilities, traffic flow and parking are crucial as the sites are still utilised as Resource Recovery Centres. Large trucks entering the site to exchange bins, wheel loaders and machinery to move and push waste materials, and the volume of small vehicles with trailers, all contribute to a busy site.

As part of the Resale Shop, an area will also need to be set aside for the inspection and unloading of materials from vehicles. This area needs to be in close proximity to the Resale Shop and with a large enough space to ensure unloading occurs safely, and will form part of the construction requirements along with the purpose-built shed(s).

3.3. Operations

It is important to establish a process for flow of material and operations of the Resale Shop and RRCs, as they will become linked and part of the one overall site.

Depending on the management model, it will be beneficial to include existing staff in the process of creating and implementing new management strategies.



The basic path for material for the Resale Shop will be to:

- 1) Intercept and divert any material from each vehicle as the customer enters the site.
- 2) At a later stage inspect and evaluate the material for suitability, looking for breakages or disfigurations. Each item should then be priced or discarded based on suitability.
- 3) Items should be sold within a certain timeframe or discarded to ensure the shop maintains good stock and a quality reputation in the area.

The display of items is essential, including shelving and boxes and arranging bulky items in groups with clear walkways.

Special inspection and cash handling procedures will need to be established. Inspection and selection of materials will have to consider legislation and safety procedures. Also, deciding what types of items can be sold and at what price should be an adaptable process that can be tried and tested by staff on the ground.

The Resale Shop will need to establish a pricing policy.

3.3.1. Operational Hours

The current opening hours of both sites are similar. It would be envisaged that the Resale Shops opening hours would mirror the Resource Recovery Centres (RRC's) opening hours.

A dedicated staff member to operate the Resale Shop would be employed on weekends. This is anticipated to be the busiest time for incoming materials and sales to the community.

Day	Euroa	Nagambie
Monday	8.30am to 12.00pm	8.30am to 12.00pm
Tuesday	Closed	Closed
Wednesday	Closed	Closed
Thursday	8.30am to 12.00pm	8.30am to 12.00pm
Friday	8.30am to 12.00pm	8.30am to 12.00pm
Saturday	8.30am to 12.00pm	8.30am to 12.00pm
Sunday	10.00am to 3.00pm	12.00pm to 3.00pm

Table 2: RRC Opening Hours

This would provide the community with access to a Resale Shop at Euroa RRC for 19 hours per week and/or at Nagambie for 17 hours per week.

3.4. Management Models

The Resale Shop will be small-scale considering the amount of material, number of users and potential income generated. There are three common ways a Resale Shop can be operated:

1. Run by an independent not-for-profit organisation on behalf of Council
2. Council-run and operated
3. Leased to a private enterprise

Option 1: A non-profit group would be responsible for receiving, pricing and re-selling goods, including all elements of HR and OH&S. The non-profit may pay Council a nominal cost for utilities and/or lease fees, with Council acting as a 'landlord' responsible for building maintenance. This option has lowest costs but also lowest level of control and oversight, with Council unable to monitor pricing strategies, guarantee stock turnover or ensure that the communities' needs are being met.

Option 2: Council staff are already on-site operating the Resource Recovery facilities and the diverting of materials and operation of the Resale Shop will form an additional task. Weekends, which are busier will require an additional staff member onsite. While manpower costs will increase, logistical and training/insurance/utility management is all more streamlined. Council has full control and can ensure that communities are being served in their best interests as well having ownership over waste reduction targets and any revenue earned.

Option 3: A formal lease agreement with a private enterprise would require the enterprise to have a profit-driven focus, even if it's run as a profit-sharing co-op. As per option one, Council has very little control over pricing strategies, stocking rates and the ability to track data for waste reduction targets and ensure communities' needs are being met.

3.4.1. Recommended Management Option:

To determine the most effective management model, Council contacted key stakeholder groups in the Shire to gauge their respective interests in managing or co-managing the resale shops. Fifteen (15) key stakeholder groups were contacted, including;

- All Township Action Groups

- Lions & Rotary Clubs
- Men's Sheds
- Charity Shops, and
- Other charitable organisations.

The majority of groups responded to this gauging of interest, however, multiple barriers presented themselves for each, or any of these groups to commit to managing or co-managing these sites. These issues ranged from; age of group members, availability of members during normal business hours and the lack of members in itself amongst the smaller groups.

Therefore, it is recommended that a council-run management system would be the most suitable, as this is the best way to guarantee that the goals of the community are being tracked and met. Additionally, Council-ran resale shops have the ability to provide new employment opportunities, opportunities for current staff upskilling, provide more variety and job satisfaction in RRC work roles, an extra position for a part-time employee and potentially overtime for other RRC staff and/or traineeships or volunteering experience for Strathbogie's youth.

Council could also run special 'bicycle repair' or 'furniture restoring' workshops to encourage skills and provide community engagement activities. Special sales events e.g. "construction material clear-out sales" will also provide more opportunities for community engagement. A Council-run Resale Shop, with Council staff in uniform, helps the community to connect the shop strongly to Council, further increasing their understanding of Council's drive towards circularity.

Having a passionate worker in charge of the Resale Shop will be important for its success.

As the Resale Shop will be a new venture, there is no present data or guarantee that the shop will turn over a certain level of monetary income, which is a large risk to any non-profit or private enterprise.

3.5. Markets and Material

The main stream of saleable material would be sourced from diverting objects from incoming users of the RRC. Further material could be sourced from other RRCs if Council were to run the operation. Over time the Resale Shop could also establish industry partners to source further material such as from the construction and demolition sector which seems to be thriving in the area.

The market to sell the material will primarily be existing users of the RRC. However, as the Resale Shop establishes itself, it is likely that residents will make a visit when they travel into the area. There is also an opportunity to have an online presence where the tip shop can establish a Facebook page or put items on Gumtree for sale. This may further develop the shop's reputation and sell more objects.

The types of material suitable for sale and often found in self-hauled loads include furniture, toys, bikes, electricals, building and garden material. Some clothes may be found, especially if the RRC established a clothing bin that can encourage tip users to dispose of their clothes at this location. If the Resale Shop become established there may be opportunity for staff to value-add to incoming material by repairing and mending objects or finding alternative uses. For example, sinks, baths and fridges can be used as planters or garden ponds, or old barbecues as outdoor tables. There could also be an opportunity to sell material to the landscaping and construction industry such as mulch, compost, bricks, concrete, rocks and fill material.



*Picture 1:
Images of
Trailers with
Resale Shop
Items*

The opportunities that were observed during the drop-in sessions were by visual inspections of trailers entering the sites. The above picture highlights a trailer with a variety of materials suitable for a Resale Shop.

Further visual inspections occurred around the sites and the below pictures provide further evidence of suitable materials. Items such as tin sheeting, bricks, pieces of timber and garden / outdoor furniture are all items that have great appeal for Resale Shop customers.



Picture 2: Images of Materials Suitable for a Resale Shop

3.5.1. Selection of Materials

The selection of materials for sale is important on two fronts. Firstly, the items must be saleable, meaning; clean, safe and with a potential need or want for someone to purchase. Secondly, some items are not suitable for donation, however the people donating may force the donation as to not have to pay for disposal. Therefore, internal policies will need to be developed and implemented that clearly outlines the procedure for accepting and/or rejecting 'saleable' items.

It is also recommended to have a date on the price sticker. This will ensure that old stock that has not been sold can be verified and removed from the sale floor.

3.6. Resale Pricing Structure

The pricing of items at the Resale Shop needs to be in line with the quality and age of the product, as well as the price a new item may cost.

To achieve the greatest social, economic and environmental benefits a resale shop can provide, materials should be priced nominally. Thus, more material can be passed through the shop resulting in greater waste diversion rates and provide an opportunity for local community members to have access to pre-loved goods at low rates.

An indication of some of the pricing options available are listed below.

Item	Sale Price
Timber off cuts	\$5.00 per lineal metre
Television (flat screen, various sizes)	\$25.00
CD's and DVD's	\$1.00
Glassware	\$0.50 each
Pots and pans	\$2.00 to \$5.00
Metal bath	\$10.00 to \$50.00
Lawn mower (has compression)	\$15.00
Metal tin sheets	\$8.00 per sheet
Push bike (mountain)	\$15.00 to \$30.00
Scrap steel (various sizes and lengths)	\$5.00 to \$50.00

Garden tools	\$5.00
Toaster (working)	\$5.00

Table 3: Pricing Examples and Options

3.7. Costs and Benefits

The two major costs will be the initial set up cost of the site and the operational staffing costs. The income generated is likely to be uneven throughout the year and elevated in holiday season. By comparison another small transfer station, managed by JustWaste, servicing a township of 1300, generates approximately \$300 per week. As there is currently no Resale Shop in the Shire, there is great potential for the site to source material from a greater area and become a destination for second-hand goods with associated financial benefits.

Table 4 (below) presents the anticipated establishment, operation and cost saving implications for the introduction of a resale shop. The establishment fee is anticipated to be on par regardless of site. However, there are slight differences in operational costs for Nagambie & Euroa.

The operational costs at Nagambie, opening for slightly less hours each weekend, would lead to a lower operational cost of \$10,400.00 per annum when compared to that of Euroa.

Therefore, in combination with the anticipated level of higher value materials (soft furnishings, scrap metal), the cost saving and environmental benefits from increased diversion of materials at Nagambie do outweigh the potential benefits of installing a resale shop in Euroa, initially.

	Expenses	Income	Notes
Establishing cost	\$105,000		
Shed (incl. concrete slab, earthworks)	\$80,000		<i>Council to seek funding from Recycling Victoria</i>
Utilities	\$15,000		<i>Councils Fund Round 2 –</i>
Shop Fit Out	\$5,000		<i>Stream 2: Implementation</i>
Security Upgrade	\$5,000		
Operational costs Per site	\$33,800		<i>Nagambie selected</i>
Additional hours (6.5 hours/week for additional staff (per annum))	\$33,800		<i>Nagambie: Includes on costs</i>
Additional hours (8.5 hours/week for additional staff (per annum))	\$44,200		<i>Euroa: Includes on costs</i>

Cost Savings and Income	\$54,704	
Waste diverted, and disposal fee saved (per annum)	\$27,704	<i>Per cubic metre rate based upon landfilling expense</i>
Resale shop income (per annum)	\$26,000	Arbitrary estimation of \$500/week

Table 4: Cost Benefit Table

Based on Nagambie being the selected site for the establishment of the Resale Shop, the net financial benefit per annum to Council is listed below.

	<i>Expense</i>	<i>Income</i>
Operational costs	\$33,800	
Cost saving and income		\$54,704
Profit		\$20,904

Table 5: Budget Outcome

3.8. Next Steps

Council will pursue prospects with Sustainability Victoria for funding opportunities for infrastructure.

To track the performance of the Resale Shop it is important that key performance indicators be agreed and tracked continuously during its operation. KPIs should be set around the volume of waste reduction, financial performance (sales vs running costs) and social impact e.g. number of visitors and their feedback. Further, they need to be evaluated on a regular basis (6 monthly) to make timely adjustments and help increase the benefits to the community and Council.

A major, often overlooked benefit to the area is awareness building of sustainable waste management and material circularity. It makes the customer stop and consider the reusability of theirs and other peoples waste and provides a platform for site staff to interact in a valuable way. This then allows for conversation about further recycling opportunities and waste behaviours changes.

Finally, a Resale Shop offers second-hand objects that are different to other charity shops with a larger focus on bulky items such as furniture, building materials, garden

objects and tools, toys and white goods, all of which have a significantly negative impact on available landfill space.

4. COMMUNITY CONSULTATION

As part of this project, Council had placed a lot of emphasis on the communications feedback sought from the community and other stakeholders to ensure widespread feedback has been received.

To this end, Council developed an extensive communications campaign using a multi-staged approach:

Stage 1: Media release, social media and eNews to communicate that the feasibility study is taking place.

Stage 2: Community engagement, including feedback on their level of support, management models and funds distribution. This was primarily through a survey on Council's engagement platform "Share Strathbogie".

Stage 2 also included an opportunity for the community and relevant stakeholders to attend face-to-face drop-in sessions with Council and JustWaste.

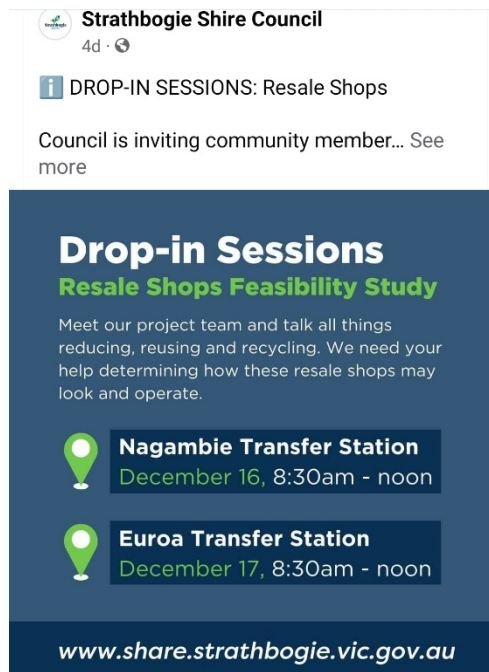


Figure 5: Facebook Post

A letter was also sent to key stakeholders to explain the project and give them opportunities for feedback.

4.1. 'Share Strathbogie' Communication Results

The “Share Strathbogie” communications consultation was very well received by the community. In terms of total engagement, this consultation ranked as the second highest for participation rate since this community consultation platform was launched.

A total of 368 individual visitors went to the site and 143 contributions provided first-hand feedback. This information has been extremely valuable for the feasibility assessment.

To further explore community interests, the last section of the engagement survey was an open-ended question asking for further comments. The responses provided direct and frank feedback on the opinions and needs of the community, including ideas on how it should be run and what goods they would be interested in buying. Overwhelmingly, the community were supportive of a Resale Shop in the Shire.

An example of feedback is quoted below, with the full report included as an appendix.

“This is a great idea! Apart from reducing the amount going to landfill, I think it would help people in our Shire who can't afford to buy things like furniture new. There's too many useful items going to landfill.”

“I think this is a fantastic idea. This is a much-needed program to encourage people to recycle and reuse. I could see in the future offering traineeships to our young of Strathbogie Shire, to participate in the running of these shops.”

“This is a fantastic initiative and whatever way it can become a reality, I would support”

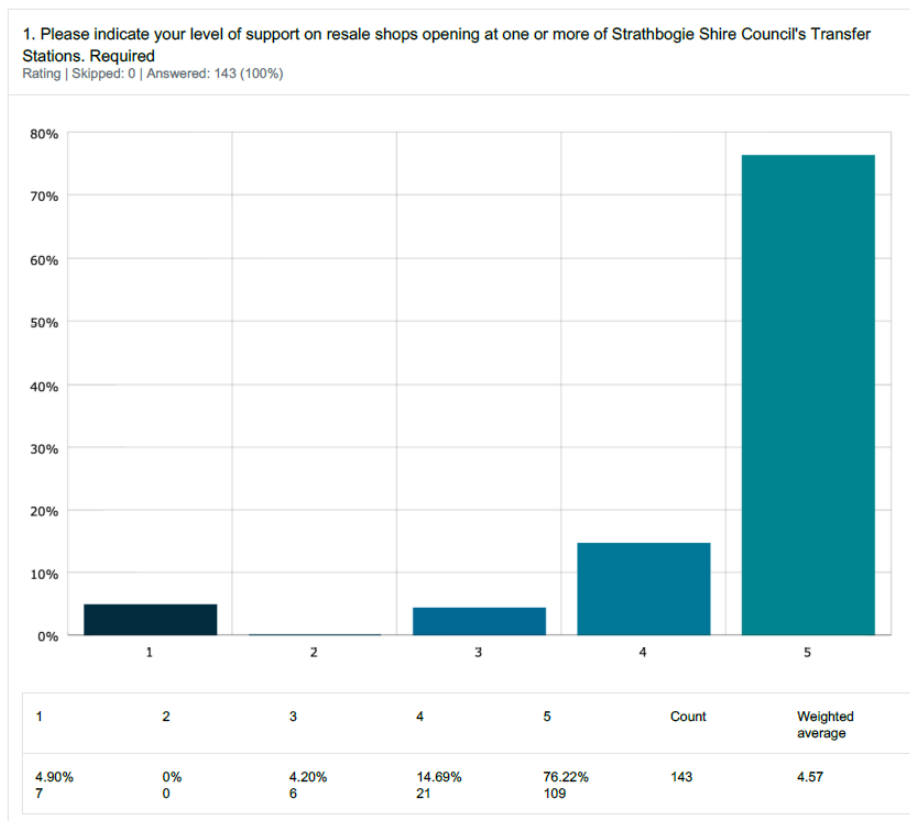


Figure 6: Level of Support for Resale Shop

With any Resale Shop, there is an obvious need for the materials salvaged to be re-purchased. The survey was designed to highlight the materials most needed by the community, with results highlighting garden equipment, furniture and building materials at the top of the list.

This information will guide the materials Council most frequently look for to place in the Resale Shop for sale, as well in the design of the shop and floor space.

4.1.1. Site Preference

The community were asked to nominate the preferred site for the Resale Shop, with options including either Euroa, Nagambie or both.

Of the 63 comments on this question, 8 specifically mentioned their concerns for potential competition from the Resale Shop to the two operating op shops in the Euroa community.

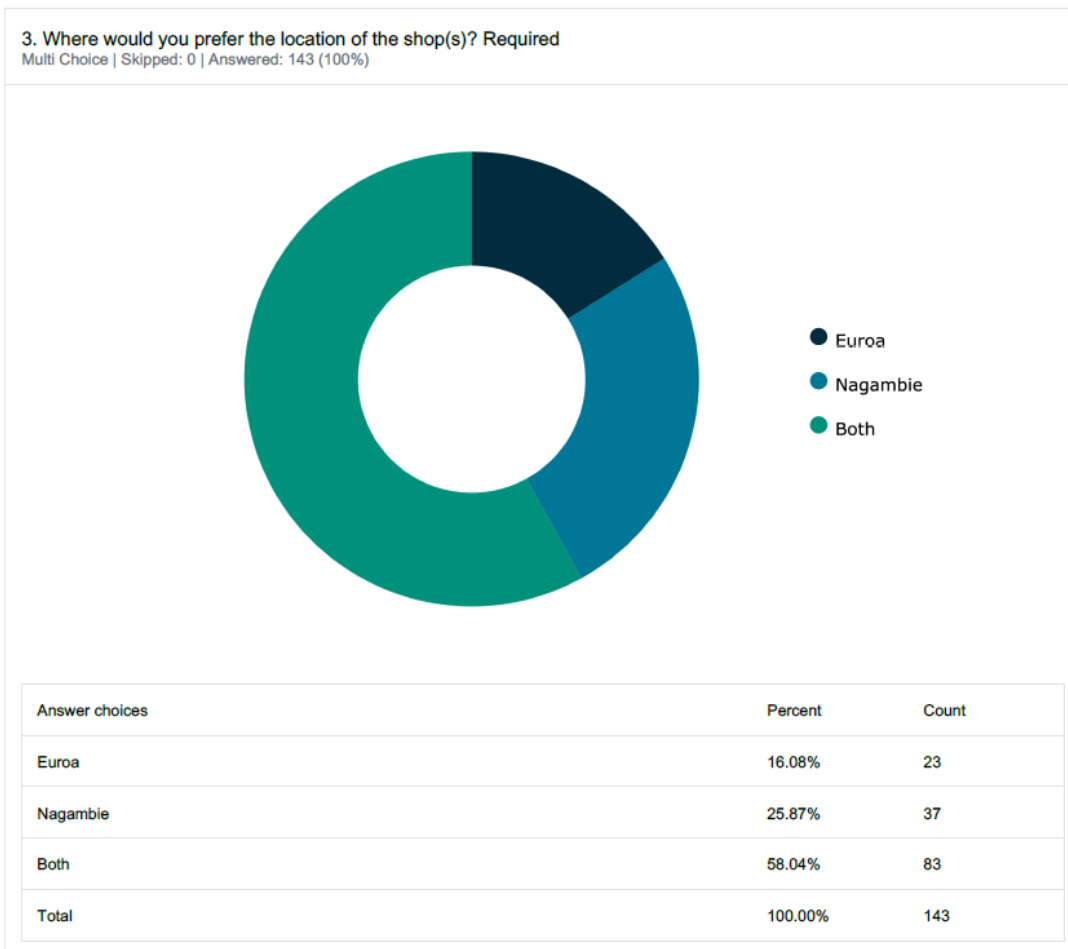


Figure 7: Site Preference

Excerpts of responses to this question included:

'Euroa Health relies heavily on monies raised from the Opportunity shop to support operations...'

'An Op Shop in Euroa would be direct competition to the Euroa Health Bowerbird Opportunity Shop in Euroa. This would be concerning since this is a critical income stream providing funds for the hospital and aged care facility to provide health care for community.'

'With there being already two op shops in town, I don't believe we need another.'

'This may affect the profits from the Bowedbird Op Shop that raises funds for the hospital at Euroa health to help buy equipment. Euroa health is an important part of our community and health industry and it's important to keep it funded and advancing as much as possible.'

4.2. Drop In Sessions

Two drop-in sessions were held at the Nagambie and Euroa Resource Recovery Centres. This was an opportunity for the community to speak directly with Council and JustWaste representatives and discuss all aspects of the resale shop feasibility project.



Picture 3: Drop-in Session at Euroa Transfer Station

While the number of people who attended the sessions was low, this provided an excellent chance to gain in-depth feedback and hold discussions that were informative and constructed positively.

Day	Site	Time	Number of attendees
Thursday	Nagambie	8.30am - noon	7
Friday	Euroa	8.30am - noon	2

Table 6: Drop in Session Data

The information gathered at these sessions supported the establishment of a Resale Shop within the Shire. An example of the comments and questions are below.

Nagambie	Comments
1.	Diversion from landfill is important and could have links to the Nagambie Community House. Should be expanded to include a “waste wall” for items such as toothbrushes, x-rays and bread tags,
2.	A good opportunity to expand into community engagement and upskilling of people. Upcycle of items through artistic engagement, using metal, sculptures and wood.
3.	Donation of furniture and goods to people in need, so that families can sit around a dinner table and not on the floor.
4.	If outsourced, there could be an issue with volunteer availability in the community.
5.	There are so many items on the scrap metal that can be used for other purposes, a bit of fencing, or a bit of tim for the shed.
Euroa	Comments
1.	So much opportunity for reuse, the scrap metal pile and building materials that can be used (fence wire for our chicken coop).

Table 7: Commentary from Drop-in Sessions

5. RECOMMENDATION

Community consultation strongly highlights both the desire and need for the establishment of a resale shop within the Strathbogie Shire. In addition to this, waste volumes are going up, and there is an urgent need for more ways to divert materials away from landfill and support the growth of sustainable, circular systems that conserve resources. The Local Government Act of 2020 requires the following:

“..the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted.”

A Resale Shop, when run effectively, addresses all three of these municipal responsibilities – the economic advantage for both Council and ratepayers of less waste being hauled and dumped in limited-life landfills; the social awareness and habit-formation of a circular system for donating and purchasing useful goods at prices that support lower income residents or those experiencing financial instability; and the environmentally best practice of keeping local goods in circulation instead of consuming natural resources in the production and distribution of new goods.

The cost benefits for the diversion of materials from landfill and sale of goods outweighs the operational costs of the additional staff member and has the potential to provide profit back into the organisation for distribution and further use within the waste division of Council.

The two sites earmarked by Council officers were Nagambie and Euroa. With Council identifying both sites as potential locations, it was the community feedback which favoured Nagambie, with a significant level of concern levelled at Euroa and the ‘cannibalisation’ of sales and stock from the existing Op Shops. This raises a potential stakeholder conflict which could jeopardise not just the project’s goals but the level of trust in Council’s decision makers and their motives.

Based upon investigations, community consultation, opportunities for increased diversion from landfill and upcycling, the outcomes of this feasibility study recommend;

1. The social, economic and environmental conditions within the Strathbogie Shire are favourable for the *initial* introduction of one resale shop

2. Based on community feedback, accessibility, site infrastructure and material throughput, in balance with budget constraints - the Nagambie RRC is the recommended site for the introduction of Councils first Resale Shop.
3. The most fit-for-purpose management model of this site would be for it to managed and staffed by Council.
4. Council should apply for funding from Sustainability Victoria under Recycling Victoria's Councils Fund Round 2 Stream 2: Implementation for the construction of a Resale Shop shed and associated infrastructure requirements at the Nagambie Resource Recovery Centre.
5. Engage a team member to work at the site on weekends, the Resale Shop can be operated by the Transfer Station Operator during the quieter weekdays.
6. Develop protocols for acceptance of goods for resale and pricing.
7. Develop a policy of profit distribution back into the Community, potentially via a grants program.



Share Strathbogie Report

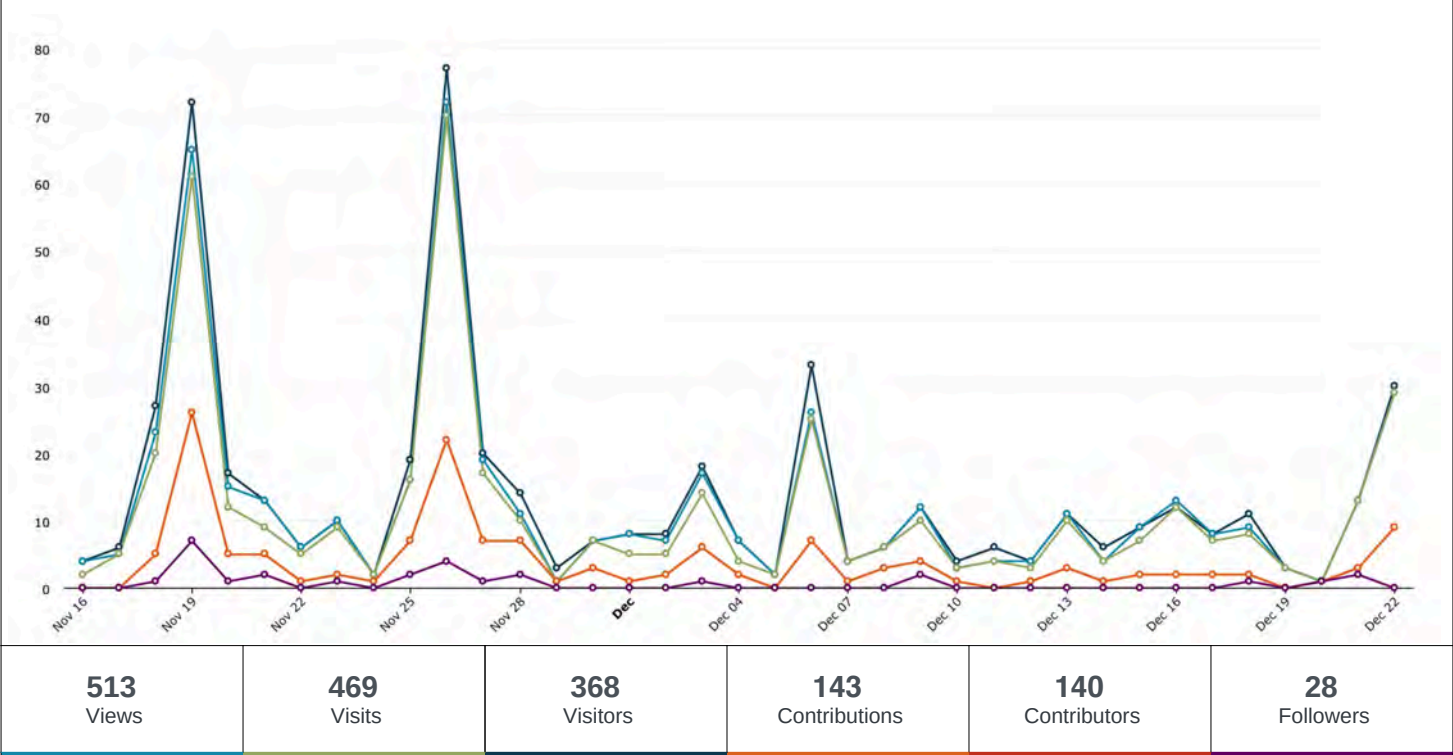
Resale Shops Feasibility Study

16th November 2021 - 22nd December 2021

Project Performance

Performance Summary

Information regarding key visitation and utilisation metrics for your Site or projects.



Views - The number of times a Visitor views any page on a Site.
Visits - The number of end-user sessions associated with a single Visitor.
Visitors - The number of unique public or end-users to a Site. A Visitor is only counted once, even if they visit a Site several times in one day.
Contributions - The total number of responses or feedback collected through the participation tools.
Contributors - The unique number of Visitors who have left feedback or Contributions on a Site through the participation tools.
Followers - The number of Visitors who have 'subscribed' to a project using the 'Follow' button.

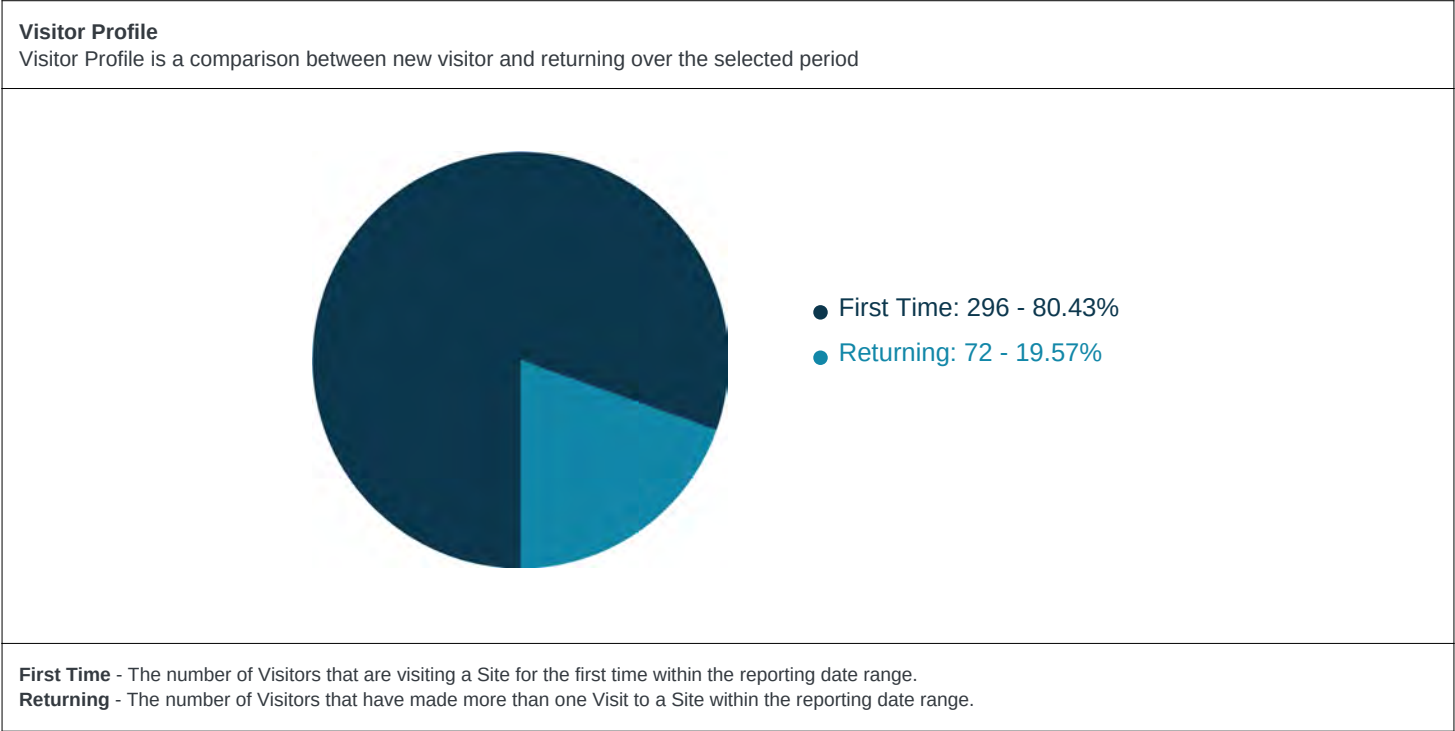
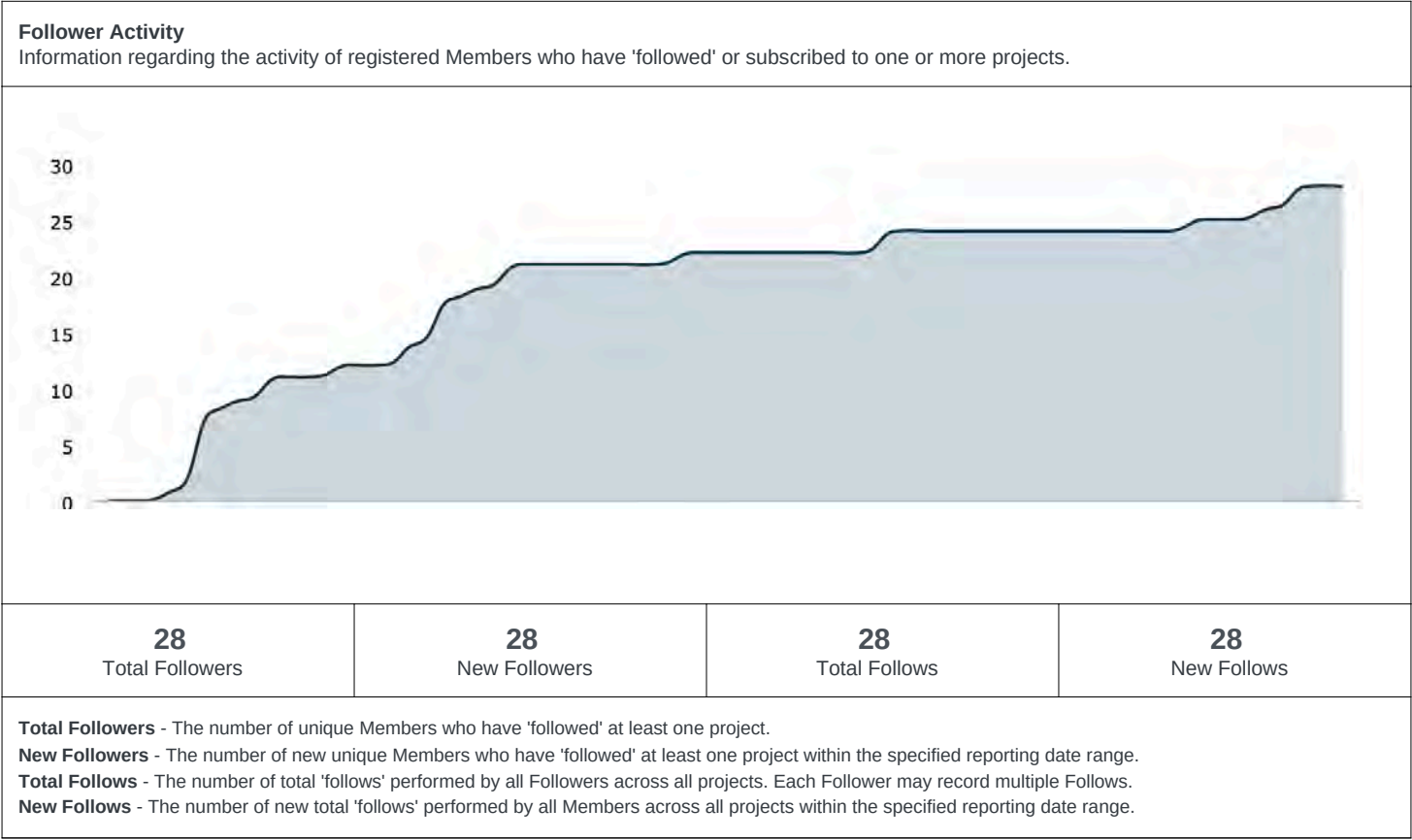
Conversions

Information regarding how well your engagement websites converted Visitors to perform defined key actions.



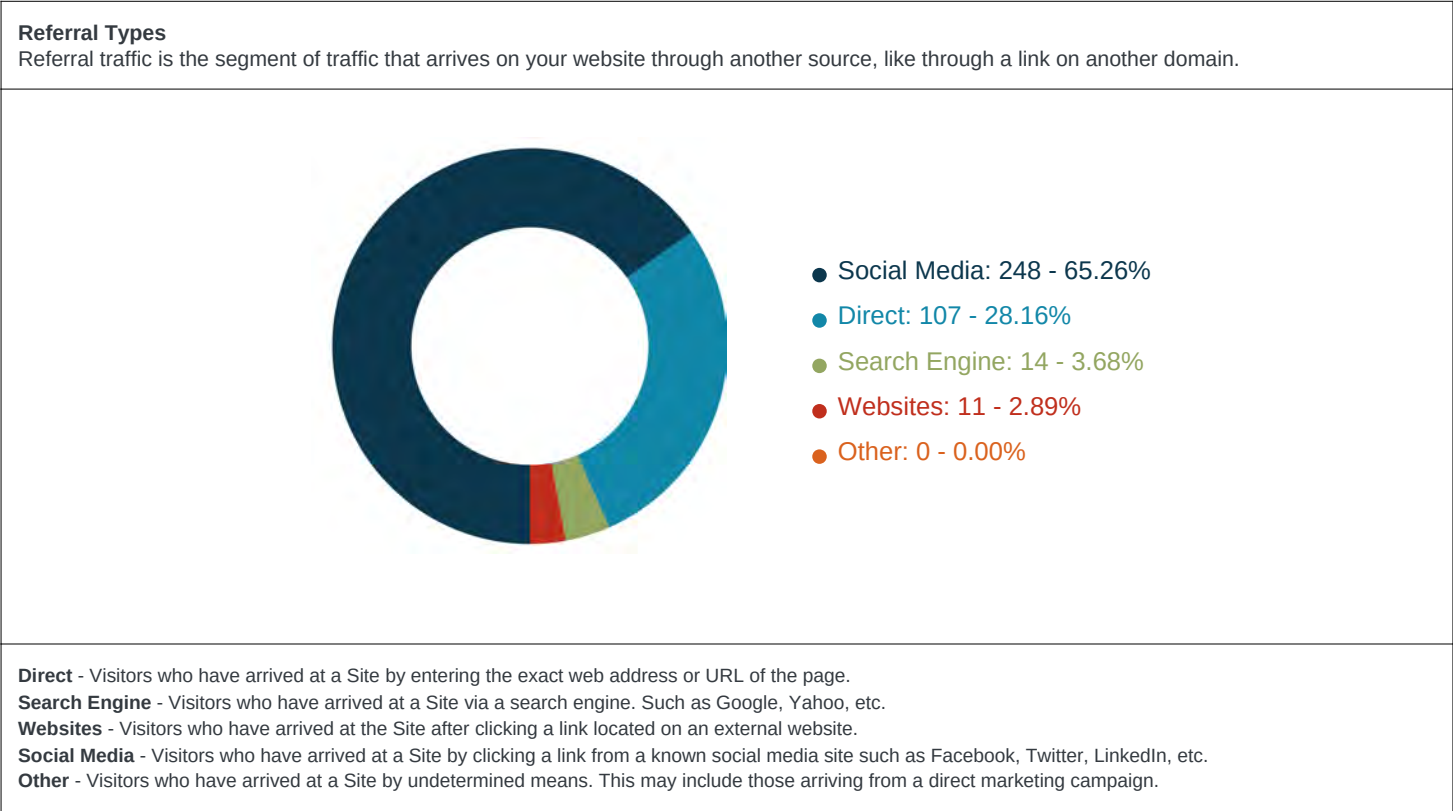
People

Information regarding who has participated in your projects and activities.



Acquisition

Information regarding the method by which Visitors arrived to your Site or projects.



Survey Results - **Summary**

Closed

Resale Shops Feasibility Survey
Resale Shops Feasibility Study

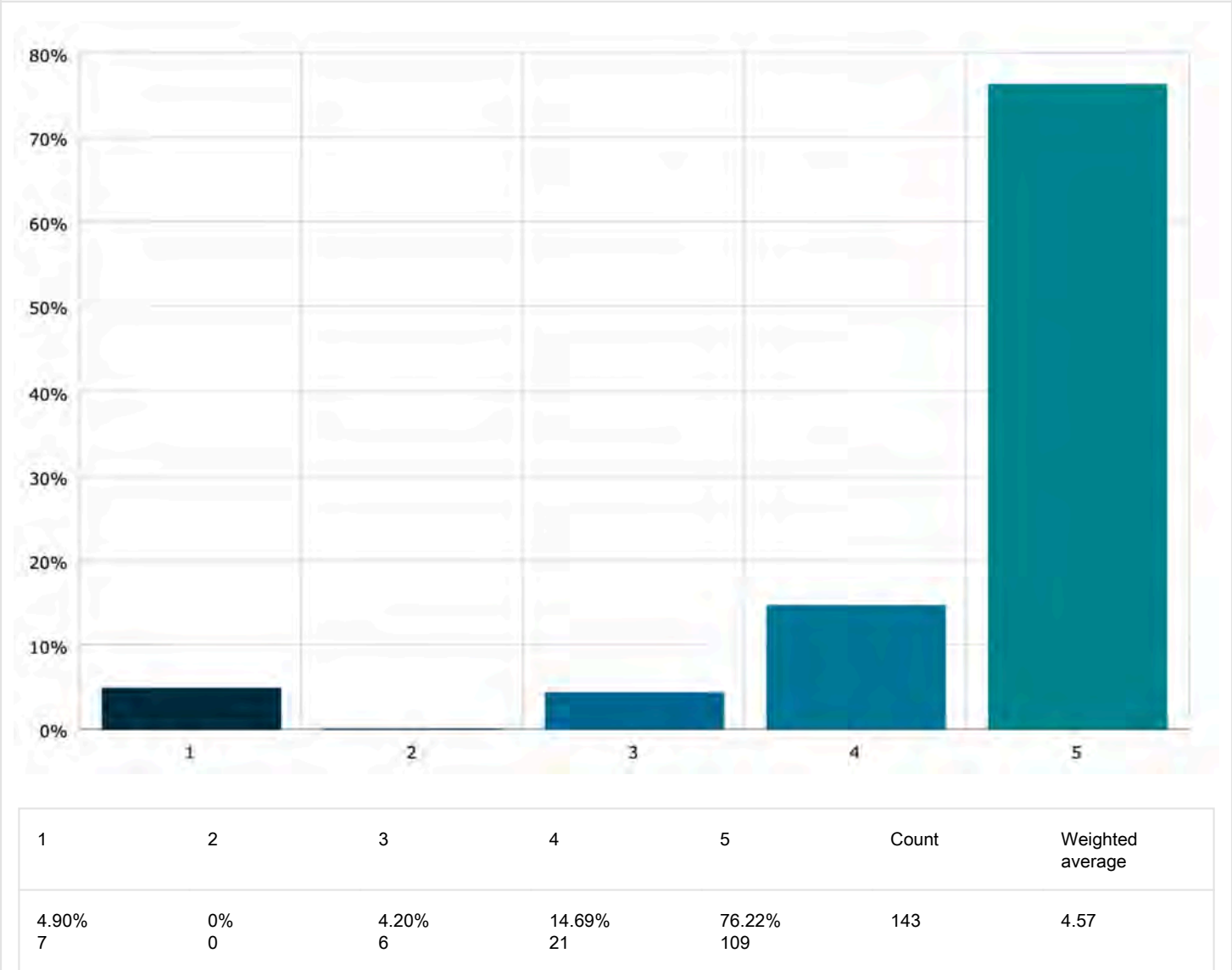
140
Contributors

143
Contributions

Contribution summary

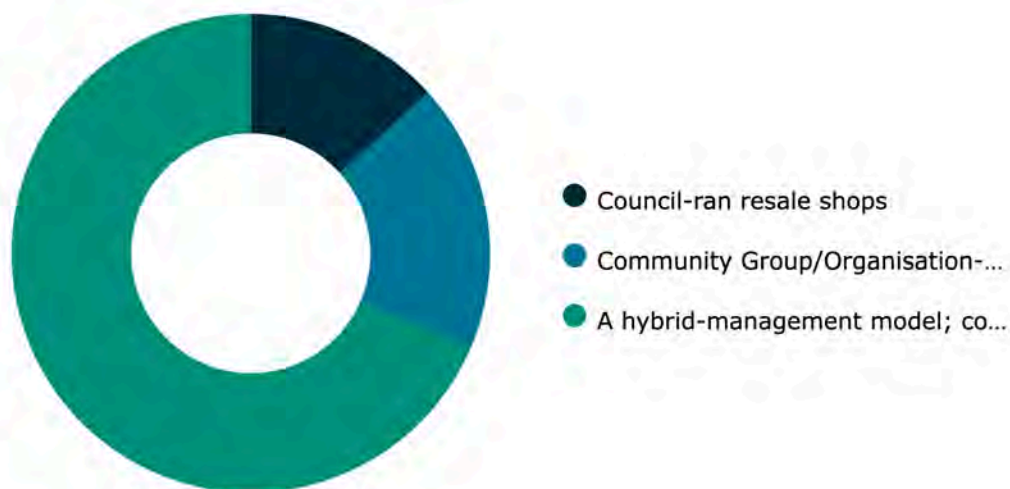
1. Please indicate your level of support on resale shops opening at one or more of Strathbogie Shire Council's Transfer Stations. Required

Rating | Skipped: 0 | Answered: 143 (100%)



2. What model of management would you prefer to see running the resale shop(s)? Required

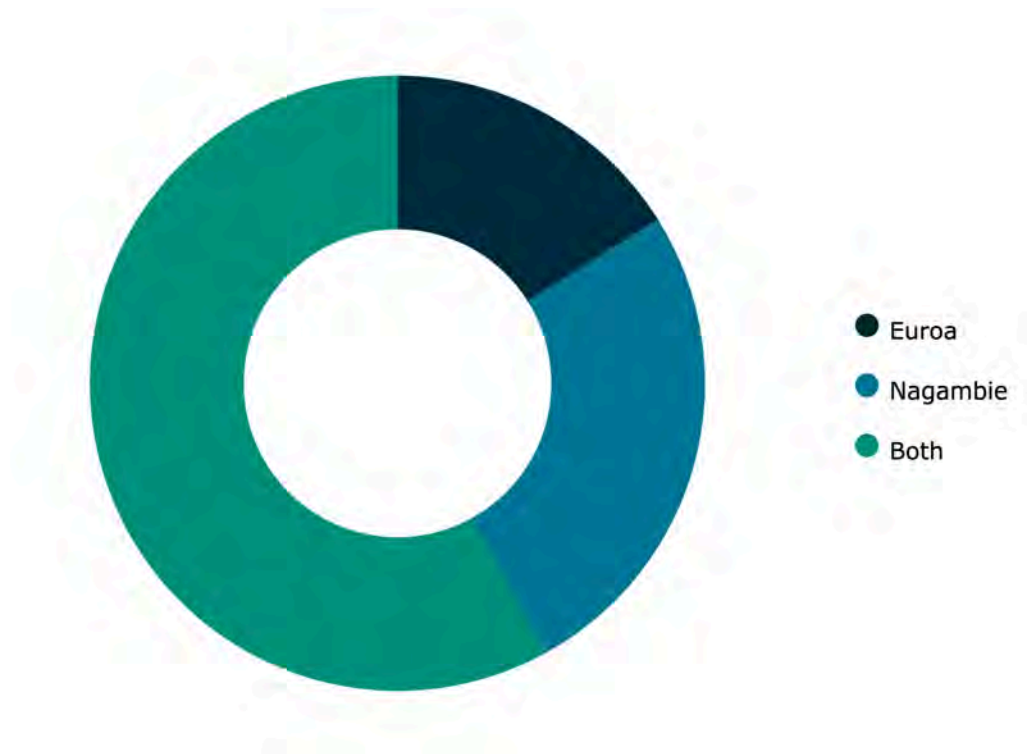
Multi Choice | Skipped: 0 | Answered: 143 (100%)



Answer choices	Percent	Count
Council-ran resale shops	13.29%	19
Community Group/Organisation-ran resale shops	18.18%	26
A hybrid-management model; combined Council and Community Group/Organisation management	68.53%	98
Total	100.00%	143

3. Where would you prefer the location of the shop(s)? Required

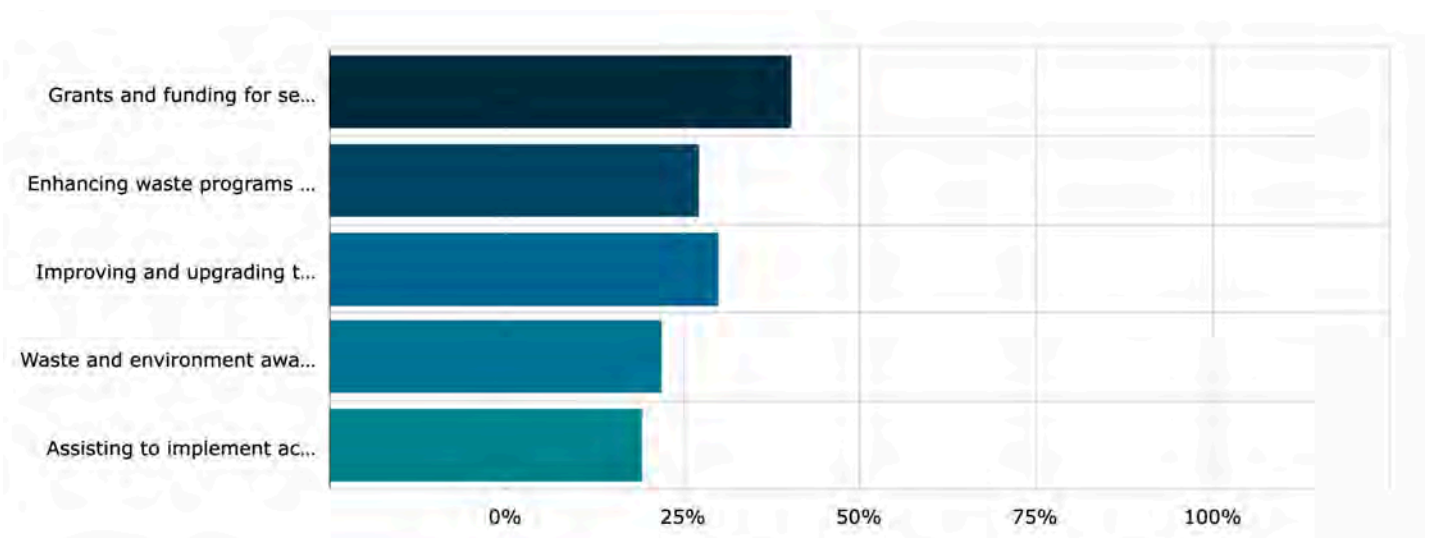
Multi Choice | Skipped: 0 | Answered: 143 (100%)



Answer choices	Percent	Count
Euroa	16.08%	23
Nagambie	25.87%	37
Both	58.04%	83
Total	100.00%	143

4. Where would you like to see the profits spent? Required

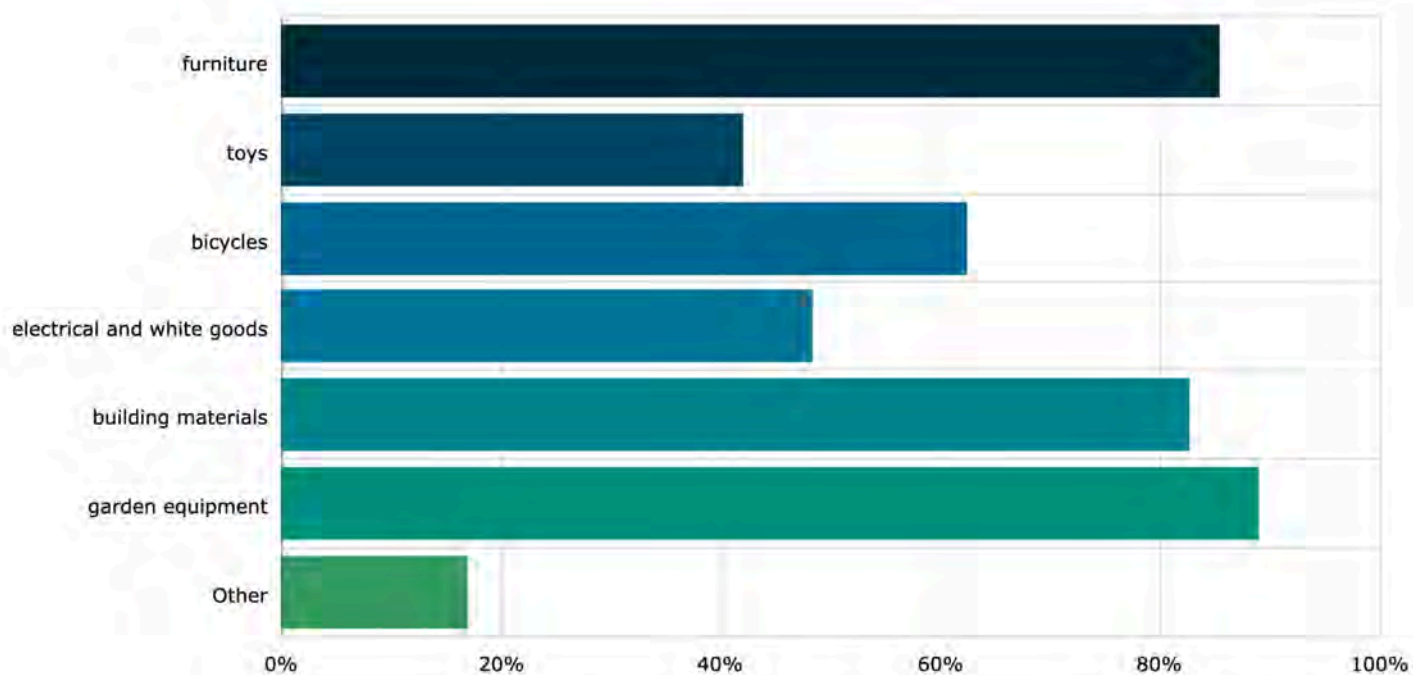
Matrix | Skipped: 0 | Answered: 143 (100%)



	0%	25%	50%	75%	100%	Count	Score
Grants and funding for selected community groups	19.58% 28	30.07% 43	28.67% 41	13.29% 19	8.39% 12	143	2.61
Enhancing waste programs at Strathbogie Shire Council	31.47% 45	45.45% 65	11.89% 17	6.29% 9	4.90% 7	143	2.08
Improving and upgrading the resale shop(s)	21.68% 31	55.94% 80	11.19% 16	4.20% 6	6.99% 10	143	2.19
Waste and environment awareness and education	38.46% 55	48.25% 69	4.20% 6	5.59% 8	3.50% 5	143	1.87
Assisting to implement actions on Councils Climate Action Plan (in progress)	50.35% 72	33.57% 48	7.69% 11	6.29% 9	2.10% 3	143	1.76

5. What items would you consider purchasing from a resale shop? Required

Multi Choice | Skipped: 0 | Answered: 143 (100%)



Answer choices	Percent	Count
furniture	85.31%	122
toys	41.96%	60
bicycles	62.24%	89
electrical and white goods	48.25%	69
building materials	82.52%	118
garden equipment	88.81%	127
Other	16.78%	24

6. Are there any other comments you would like to provide?

Long Text | Skipped: 80 | Answered: 63 (44.1%)

1	Need to be mindful of other groups who collect and sell used goods and use the profits from those sales towards community (eg Euroa Health Op Shop / Hospital etc). We don't want to upset nor take their profits away. And who is going to do the repairs and who pays for the repairs as per the fact sheet before goods become for sale?
2	This is a great idea! Apart from reducing the amount going to landfill, I think it would help people in our Shire who can't afford to buy things like furniture new. There's too many useful items going to landfill.
3	The project must be able to prove that it is not a drain on Council or other government funds
4	Your question about where to spend the profits is kinda ludicrous isn't it? These sorts of places don't really tend to make much in the way of profit do they?
5	I think this is a fantastic idea. This is a much needed program to encourage people to recycle and reuse. I could see in the future offering traineeships to our young of Strathbogie Shire, to participate in the running of these shops.
6	This is a fantastic initiative and whatever way it can become a reality, I would support ❤️
7	In the past, residents have been able to take home reusable pieces from the transfer stations. This has now stopped. As a result things that can be used in one's garden etc are going into landfill... e.g. plastic drawers from fridges. We use these drawers in our garden to provide water for wildlife. The trays from fridges can also be reused to put on top of seedlings to prevent rabbits eating our seedlings. So many things that go to the transfer station are really 'treasures' not 'trash'... We NEED and SHOULD be reusing and upcycling as much as we possibly can.
8	I think they are a wonderful asset to a district and greatly help those on lower incomes as well as making money to help local groups raise money
9	Anything that is in good working order really or the potential to be up-cycled
10	Yes. The concept of micro recycling factories are supported which could be provided at all transfer stations rather than a selected single location where only those items placed at that site are processed. Along the lines of those proposed by the recent recipient of the 2022 NSW Australian of the year.
11	it can be done , need experienced people
12	How fantastic to see the potential for items others can still put to good use rather than being buried in landfill. I've had many donations rejected by the local op shops when still in good order, so would love to see an alternative where items that may need a little TLC can be made available to be repurposed
13	What about Violet Town Tip??????

14	Should go towards improving environments more for teenagers or young adults as there are very limited places to meet people or enjoy time together
15	Opening hours need to be longer than at present.
16	Should be anything that can be used/reused by the public. Most timber, steel & rubble can be put to good use buy someone.
17	Why is this initiative not being considered for Avenel? Again, we pay the same rates but are not able to access the same level of services as other towns in the Shire. The inequity in services across the shire is not ok
18	Great idea, would definitely support by purchasing items!!!!!!
19	I feel a resale shop at a local transfer station would encourage more residents to take their goods to the station rather than dumping alongside roads. Goods in good working order/condition would be recycled, residents would pick up something at a reasonable price knowing it was in good condition. Less waste therefore less cost to the Council. I strongly support this initiative.
20	I am very pleased that Council is looking into reopening the tip shops. I prefer to source everything I need second hand rather than adding to our waste and environment problems by adding to the demand for new products. You can be sure that I will be checking out the shop regularly. Although I wouldn't want to manage the shop full time on my own I would be happy to be part of a committee to do so or as a volunteer to help run the shop on a roster or casual basis.
21	No
22	I would like to see hard rubbish collection 2x per year. People may then pick up something they could use from the neighbours naturestrip. Hard rubbish is then collected with usable items being sold in the resale shops. I also think hard rubbish collection would cut down on dumping in the bush. Also not everyone drives/has a trailer or ute/elderly which makes it difficult to use the tip vouchers. Our reuse/repurpose/recycle needs to be simplified for people. Maybe a soft plastics drop off point at the resale shops? I currently take mine to Seymour. Resale shops are a fantastic idea, love it!
23	I love the tip shops in Canberra you find great stuff there, would be great to have one at Nagambie
24	Great idea for Nagambie. Just perhaps a hybrid model so it's not run only by older women that I greedy and will choose all amazing first for themselves before actually going to public...for sale.
25	A great idea! We have experienced these stores in our previous place of living. They were very popular.
26	Hello Strathbogie Shire. I live in St.Albans, Melbourne but have an affiliation with the 51 Trees group based in Nagambie. We have points in common but it's complicated

29	As long as in good order and condition - would buy.
30	great initiative. so much good material gets wasted at tips without recycling. save the planet by re-use and repurpose.
31	Hobart has amazing tip shops. Would be worth having a look at how they run theirs.
32	Fantastic idea as long it is free to donate as we have enough expenses surrounding waste.
33	Use part of the funding for yearly hard rubbish collection. So many old couches , mattresses etc dumped on our country roads. Many elderly rate payers don't have the ability to take items to the tip
34	Lots of what would usually be considered 'not good enough condition ' items in the above categories are good enough for artistic project supplies as are crockery, cutlery and other metal, ceramic and even plastic items. There is high level resalable 'as is', repaired resalable, repurposable 'as is', repurposable with disassembly involved, and then recycling parts according to what they are made of. Lots of sorting work and sales jobs and lots of opportunities to avoid landfill with this.
35	I refurbish old items for an art hobby donate items to charities in Nagambie Nagambie needs this but prices should be at a low cost
36	Love visiting one in Torquay, have found some great bargains
37	I think it's a crying shame that people cannot take unwanted items and re use them it's such a waste of manufactured materials like gates fencing material and for people who are artistic making items has become unrealistic, have a look at what other councils are doing charging for green waste is ridiculous take it mulch it's and sell it back don't charge for taking it to the tip this is causing people to dump and burn what a waste of mulch, have a look at towns that are proactive weight scales going in and out pay on weight get with the times a Euroa is lagging behind the rest of the country.
38	An excellent idea and I'd be happy to promote it through my secondhand shop in Nagambie and on my recycling Youtube channel.
39	Great concept have need to such a centre in A few places they are great.
40	I saw some salvageable furniture and appliances going into the tip. It was a pity because if there were a shop this would have been saved from going into landfill and people could have made use of it at a very reduced price.
41	I would prefer that a community organisation would be better to run the facility, but our volunteers are already stretched and thinning, therefore think shire run would be better.
42	Would be a great initiative for the Shire and a great way to upcycle items
43	Great idea hope it gets approved
44	When you have created a shop (we used the Maryborough one so much) I would love to have a list of the items you accept please. 😊
45	I don't believe council should profit from the resale shop as the items for sale would mostly come from community members. Give back to the community!

46	Why is Council looking at starting another "Op Shop" in competition to the already established Church Op Shops and the Euroa Health "Bowerbird" Op Shop? It seems absolutely ridiculous to even consider taking stock away from these places that are already dedicating their time and existence to supporting the Community. An absolutely awful and not very well thought out idea.
47	Euroa Health relies heavily on monies raised from the Opportunity shop to support operations, we are a Bush Nursing hospital with limited streams of income and no government funding. Please do not go into opposition with us instead could we explore how we get locals to drop items off at the opportunity shop instead of the tip
48	An Op Shop in Euroa would be direct competition to the Euroa Health Bowerbird Opportunity Shop in Euroa. This would be concerning since this is a critical income stream providing funds for the hospital and aged care facility to provide health care for community. Euroa Health is not publicly funded. Furthermore competition for volunteers would also be problematic in Euroa.
49	Why is Council looking at starting another "Op Shop" in competition to the already established Church Op Shops and the Euroa Health "Bowerbird" Op Shop? It seems absolutely ridiculous to even consider taking stock away from these places that are already dedicating their time and existence to supporting the Community. An absolutely awful and not very well thought out idea.
50	With there being already two op shops in town, I don't believe we need another.
51	This may affect the profits from the Bowedbird Op Shop that raises funds for the hospital at Euroa health to help buy equipment. Euroa health is an important part of our community and health industry and it's important to keep it funded and advancing as much as possible. Maybe some of the profits from this resale could go towards the hospital too to help support the health of the community.
52	We don't need a tip shop to be another op shop. We have two in town already and I would not like to see gently used goods directed away from them. A tip shop needs to be a way to save useful stuff from landfill, so if it were to repair broken stuff as per the fact sheet, yay! My personal wish list this week was some old chicken wire. Firstly, I'm poor and don't want to spend the money on new, and secondly, my beans aren't snobs and an old off cut would have done the job just fine. If "education" meant up cycling workshops, that'd be cool. I saw a thing on an up cycling FB group on turning an old tyre into a foot stool. That'd be a fun thing to do on a Saturday and I'm sure the mechanics would be glad to dispose of theirs somewhere closer. If "education" meant printing pamphlets telling people to do things they already know they should, I'd argue that wasn't the greatest environmental option. (Your first question should have had an "I don't care" option. Whatever is going to cause the least amount of infighting and the most amount of keeping stuff out of landfill.) ((The percentages question was weird. As I am not operating the shop, I can have no idea what percentage of profits should go where. If it is a shop focused on keeping stuff out of landfill, why are there profits anyway? Pay staff and the electricity bill and spend the rest on keeping more stuff out of landfill, however you think that is best achieved.)
53	If successful, why not extend to other transfer stations, e.g. Violet Town? About time material was recycled instead of going into landfill. Frustrating to see useful objects being thrown out. One person's treasure ... Allow OpShops to resell items.
54	It's about time! The shire has been sending good items to land fill for far too long.
55	The pricing needs to be kept low (i.e. less than \$5) to be effective, otherwise it will just be perceived as another way that council is trying to rip off its rate payers!

56	A great idea
57	this is an opportunity to reduce the amount of funds we are forced to send to the state government through their landfill levy program. The amount they get paid, the levy fee/tonne, is only going to go up. We need to be able to get reasonable and better quality materials out of the waste stream. This proposal provides that opportunity. Particularly since they have "rigged" the EPA Act to support themselves and enhance their income at the detriment of our community. Household waste is now defined as industrial waste, ensuring they get more money. Sounds like a conflict of interest to me. Further, we have four pools in this municipality. My assessment is that all of them run at a loss. So running at a loss will not be a "deal breaker". This proposal provides an opportunity to divert waste products away from landfill, it allows for the opportunity to re-use and recycle products that somebody else does not want. Their waste becomes someone else's inputs - sounds a bit "circular" - and will reduce the need for some new products. It is what australians have been doing for generations. this proposal is win, win, win. Facta non verba. If there are profits, the money should go back to Council for libraries, tree planting and recreation reserves. This was not an option on the survey. Bless you. graeme pollard. Thanks for the opportunity to comment. If you have any questions just ask
58	In years to come there will be a tsunami of waste generated by our consumer addiction, so please consider 1. Educate community - schools - businesses - etc., and especially opportunity shop workers across the Shire on what can be diverted from landfill. Establishing beneficial networks eg: op-shops get a great deal of art related donations (canvases, pencils, pens, broken crockery, textiles and much more), how about offering these items for free to artists, schools, community groups? I currently pay for items that are in skips. 2. Community groups may like to run the 'shop' for a month a make some money? 3. Or everything could be FREE? 4. Australian artists have very low incomes & budgets, especially when working in the disability sector, most artist naturally collaborate so will share resources around. 5. If you do use a hybrid management model please do are sure the people working in the shop understand that it has to be very low prices to move merchandise on..... remember the tsunami is only a short time away.
59	I think this is a fantastic idea. Thank you. What I would also like to see is these shops paired with more niche recycling, including soft plastics, batteries, electricals, complex plastics (toothpaste containers etc), medication blister packs (could partner with pharmacies o provide this service), Styrofoam.. Also to have space where people can bring spare daily household items such as cleaners, cling wrap, baking paper, foil, freezer bags, spare glass jars, fabric recycling, etc. Often people end up with excess of these things and if would be a great place to share as well. The money from sales could be used to fund recycling of more difficult items. The tip shops in Melbourne I have visited are also a great place to provide employment for people who may struggle other places for various reasons. Would be nice to be able to provide such employment here too.
60	Council may wish to pilot the hybrid model for 12 months and then ask the community to give feedback on how they have found it to work for them. That way there's freedom to be more responsive and agile to changing the model should this be required.
61	This should be run on a not for profit, charity model, with the prices kept LOW so the needy in our community can benefit, NOT with the primary aim of raising money (unlike the Euroa Bowerbird).

62	I absolutely hope this goes ahead. It would be a great initiative
63	The need to recycle bicycles is obvious when you consider the number of them which current go to the tip. This includes bikes of all sizes and uses. The recycle shop could also ask local agricultural agents to advise when clearing sales have bikes for sale and bring those on line too. The Shire could be developing a bicycle recycling service like the one in Benalla (Wheelie Awesome) which involves the local schools and promotes skills in young people to maintain their own bikes. Bicycle recycling could also link to the interest in the Balmattum Hill mountain bike track and to cycling tourism generally. There is potential to link the cycling possibilities to a revived railway precinct when the ARTC adopts the community's commitment to a precinct being developed at the entrance to Euroa (where we have had a gravel pit since at least the 1960s). If the current Goods Shed at the railway precinct was to be developed for use it could also contribute to promoting the recycle shop and generally linking to tourism opportunities.